

# The Solution: Efficient Service Delivery

## COORDINATED ENTRY SYSTEM

For too long, limited housing resources became available on a first come, first served basis. The result was that most permanent housing was given to those homeless residents of Los Angeles County who were able to find out about openings, complete the forms, and stand in line. That did not serve the most vulnerable – those that needed the most support services and those that are the highest cost users of our healthcare, social services, and criminal justice systems.

The Coordinated Entry System (CES) is a process through which the most vulnerable homeless residents of Los Angeles County are matched with the available and appropriate housing resources. CES was developed to more efficiently connect homeless single adults searching for permanent housing to the most appropriate housing resource.

“After years of working on Skid Row, I finally feel like we are working together... It used to take me two years to house my most vulnerable clients. With CES, it took me six months.”

-Gina Jones, Los Angeles Christian Health Centers

### WITHOUT CES

Dead ends, closed doors

Endless intakes, applications,  
and waiting lists

First come, first served

Each organization doing it all

### WITH CES

Seamless Connections

1 survey that connects to  
real-time housing opportunities

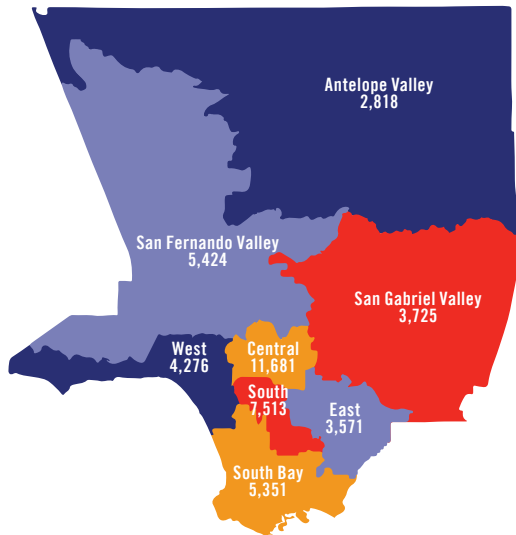
Best fit, housing match

Each organization doing what  
they do best

# Build Efficient Service Delivery: **Coordinated Entry System**

Since April 2014, Home For Good has released an annual request for proposal to support the development and expansion of the Coordinated Entry System, selecting a single collaborative community proposal from each of L.A. County's eight regions. These CES teams represent a collective of 10-30 distinct community organizations and additional cross-sector partners collaborating to end homelessness in their community with the support and leadership of a single, community-selected backbone organization.

## HOMELESS COUNT BY REGION\*



**SPA 1 - Antelope Valley**  
**Valley Oasis**  
Diane Grooms  
dvgrooms@aol.com

**SPA 2 - San Fernando Valley**  
**LA Family Housing**  
Christina Miller  
cmiller@lafh.org

**SPA 3 - San Gabriel Valley**  
**Union Station Homeless Services**  
Sieglinde Von Deffner  
svondeffner@unionstationhs.org

**SPA 4 - Central Los Angeles**  
**LAMP, Inc.**  
Hazel Lopez  
Hazell@lampcommunity.org

**SPA 5 - West Los Angeles**  
**St. Joseph Center**  
Darci Niva  
darci@westsideshelter.org

**SPA 6 - South Los Angeles**  
**SSG-HOPICS**  
Takita Salisberry  
tsalisberry@hopics.org

**SPA 7 - East Los Angeles**  
**People Assisting the Homeless**  
Meredith Berkson  
meredithb@epath.org

**SPA 8 - South Bay / Harbor**  
**Harbor Interfaith Services, Inc.**  
Shari Weaver  
sweaver@harborinterfaith.org

\*as of January 2015, Source 2015 Homeless Count

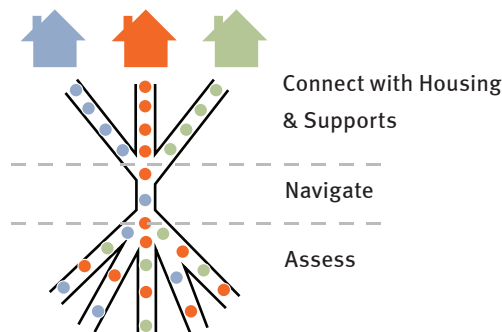
## Kathy's Story

Kathy was stubborn and sweet. She was homeless for 14 years before she became one of the first people housed through the Coordinated Entry System in 2013. Outreach staff assessed Kathy and identified her as highly acuity given her age, serious medical conditions and frequent use of emergency room services. Through the coordinated outreach and prioritization methods afforded by the Coordinated Entry System, Kathy was matched to her own permanent housing unit, where she passed away six months later, with the dignity she deserved long before.

## CES in Action

**100**  
organizations involved

**3,000**  
clients assisted toward housing



**15,000**  
assessments completed

**375**  
placements averaged per quarter

